

Jigsaw Health LLC- Scottsdale, AZ

JOB TITLE: Experienced Customer Service Representative

Jigsaw Health is a premium dietary supplement company, and we pride ourselves on being a customer-focused team. Customer service representatives are responsible for acting as a liaison between customers, vendors and professional accounts. Assists with processing orders, resolving customer complaints, account questions, billing, order cancelations, and other queries. Our customer service team provides excellent service and it is our responsibility to ensure a high level of customer satisfaction is maintained.

Jigsaw Health Customer Service Responsibilities:

The following duties are reflective of the responsibilities performed by Jigsaw Health Customer Service Representatives on a daily basis, but in not limited to:

- Provide all customers with a first class customer service experience indicative of Jigsaw Health standards and expectations
- Receive and process phone orders into E-Commerce platform
- Process Amazon/eBay orders into E-Commerce platform
- Respond to email submissions via Groove/Mail Plane
- Respond to voicemails
- Process Auto Ship orders
- Work in BC establishing new Customer/Wholesale accounts, processing orders, & updating all account information per Jigsaw Health standards
- Contact customers via phone/email concerning issues with their order:
Incomplete/Pending status, address verification, incomplete data submitted, back ordered product, response to customer comments on order
- Assist all customers with: establishing new accounts, facilitating orders, providing shipping rates and ETA, informing of latest promotions & product launches, advise of new policy/pricing implementations, refunds, order cancellations, returns, & general product information concerning Jigsaw Health supplements
- Assist all Wholesale clients with: establishing new accounts, facilitating orders, providing shipping rates & ETA, informing of latest product launch, advise of new policy/pricing implementations, refunds, order cancellations, returns, providing updated Wholesale documentation, & general product information concerning Jigsaw Health supplements
- Document all Call Tag, Customer Complaint, & Adverse Event SOP's per Jigsaw Health guidelines
- Resolve all customer complaints in a timely manner via phone, email, mail, or social media

Job Requirements:

- High School diploma, general education degree or equivalent
- Naturopathic degree or other health related certification
- Previous Dietary Supplements background
- 4+ years Customer Service experience
- Previous E-Commerce based operations experience
- Previous office environment experience
- Excellent verbal and written communication skills
- Quick thinker with the ability to multi-task

Hours : Monday-Friday 9:00am – 5:00pm (shifts can range anywhere from 8am - 5:00pm) / Full Time

Job Type: Full-time

Salary: \$13.00 /hour + monthly bonus

Qualified applicants please email resume to tarra@jigsawhealth.com